The Emirates Group

Destination and Leisure Management Division (DLM)

Electronic Invoice Processing
User Manual

Ver.2.0 01-Jul-2015

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INTRODUCTION

Dear Valued Business Partner,

Thank you for your valuable time & input due to which we are now in a position to launch this “Invoice upload, tracking & query “module. This is the second phase of our launch with the most essential features incorporated and we will keep incorporating enhancement to facilitate real time visibility of business transactions and reconciliation.

The salient features of the product at very high level are:

- Direct & self-up-load of invoices in a secured environment,
- Acknowledgement of the same being successfully received at our end,
- Tracking the invoice and payment status on real time basis
- To the best possible extent, hand-holding facility (by way of error messages) where the file format does not match the required structure,
- Availability of “help” assistance by way of a mouse click on majority of functions.

The scope of the Electronic Invoice Presentment is as follows:

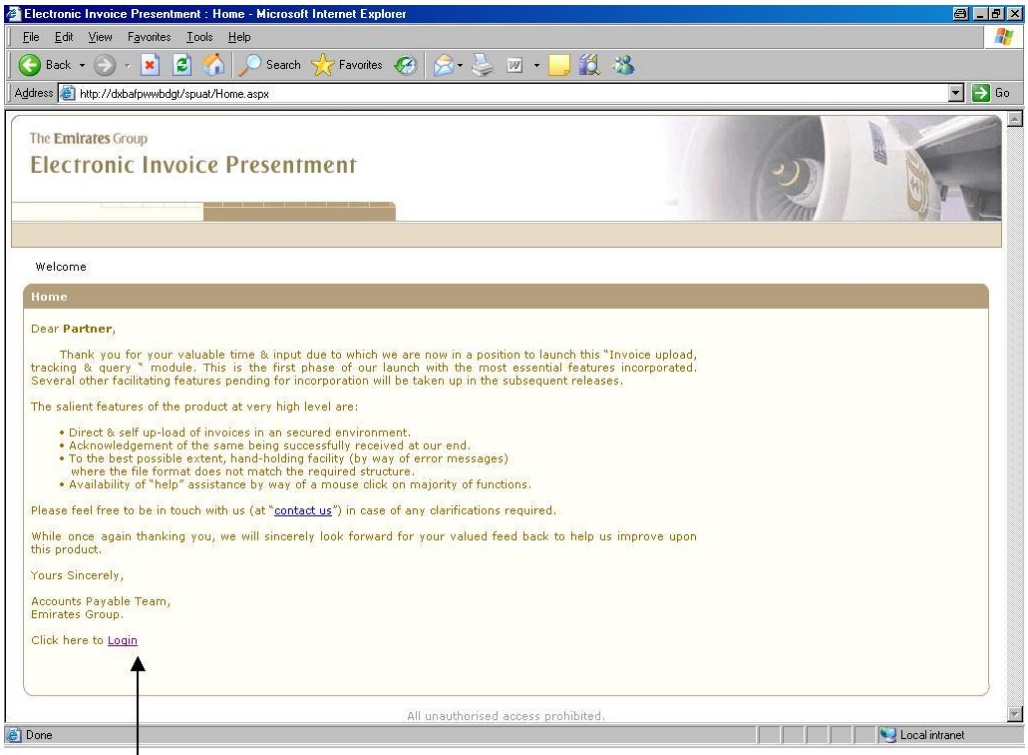
- Implementation of e-Invoice upload
- invoice inquiry and tracking
- Payment information query
- Providing secure access to the supplier over the internet

While once again thanking you, we will sincerely look forward for your values feedback to help us improve upon this product and serve you better.

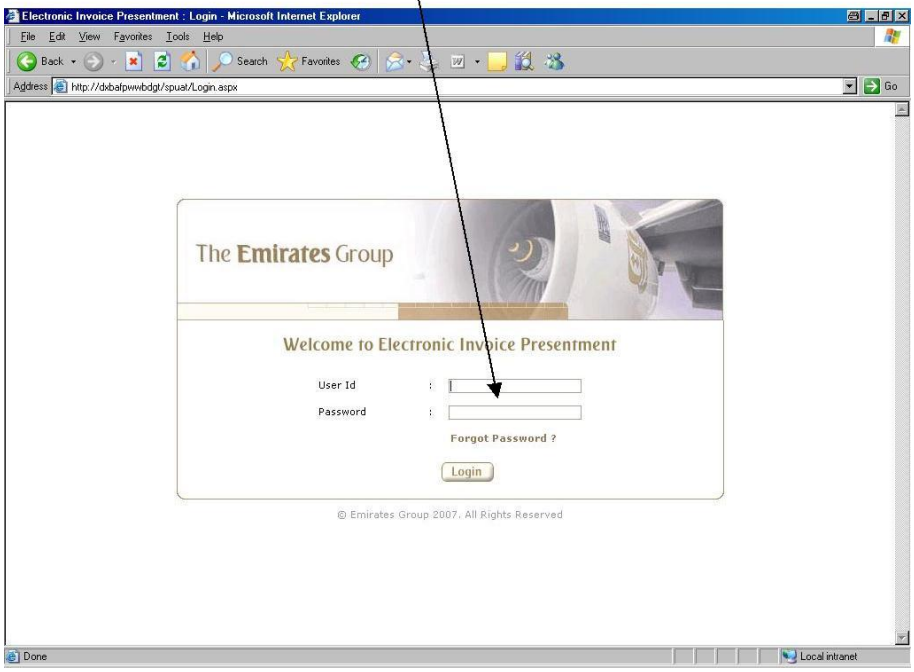
Accounts Payable
Emirates Group Financial Service

1 - ACCESS & LOGIN

Home Page: https://eip.emirates.com (Kindly use only Microsoft Internet Browser version IE8)


Electronic Invoice Presentment : Home - Microsoft Internet Explorer
http://dxbafpwwbdgt/spuat/Home.aspx
The Emirates Group
Electronic Invoice Presentment
Welcome
Home
Dear Partner,
Thank you for your valuable time & input due to which we are now in a position to launch this "Invoice upload, tracking & query " module. This is the first phase of our launch with the most essential features incorporated. Several other facilitating features pending for incorporation will be taken up in the subsequent releases.
The salient features of the product at very high level are:
• Direct & self up-load of invoices in an secured environment.
• Acknowledgement of the same being successfully received at our end.
• To the best possible extent, hand-holding facility (by way of error messages) where the file format does not match the required structure.
• Availability of "help" assistance by way of a mouse click on majority of functions.
Please feel free to be in touch with us (at "contact us") in case of any clarifications required.
While once again thanking you, we will sincerely look forward for your valued feed back to help us improve upon this product.
Yours Sincerely,
Accounts Payable Team,
Emirates Group.
Click here to Login
All unauthorised access prohibited.
Done
Local intranet

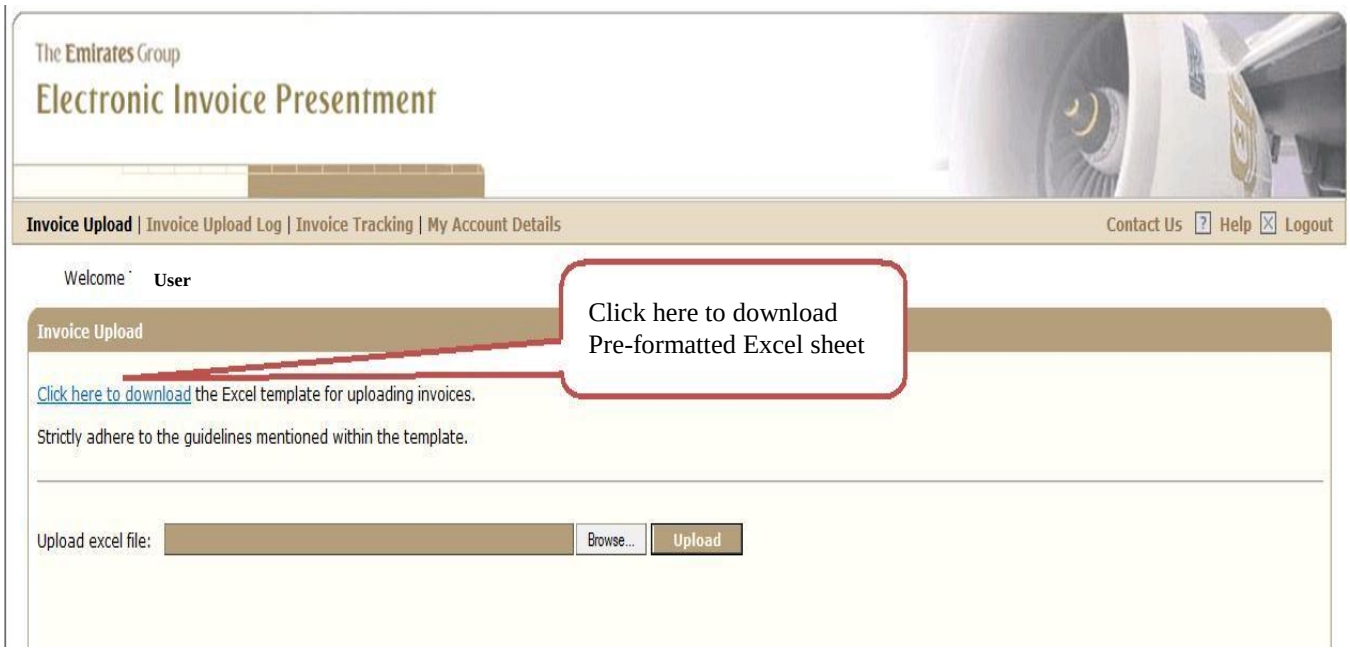
- Click Login
- Enter the User Id and Password
- Click Login Button



Note: On first-time log-in, the system will prompt you to change your password and verify contact details. This is a mandatory requirement, without which the user will not be able to proceed to use the system.

2 - EXCEL SHEET PREPARATION

New Feature has been introduced in supplier portal to enable supplier to download pre-formatted excel sheet and thus minimising the formatting error.


The Emirates Group
Electronic Invoice Presentment
Invoice Upload | Invoice Upload Log | Invoice Tracking | My Account Details
Contact Us Help Logout
Welcome User
Click here to download Pre-formatted Excel sheet
Invoice Upload
Click here to download the Excel template for uploading invoices.
Strictly adhere to the guidelines mentioned within the template.
Upload excel file:
Browse...
Upload

DOMAIN	SUPPLIER	INV NO	CURRENCY	INV DATE	INV AMT	PO NO	PO AMT	INV REMARKS

The Invoice upload process requires that the invoice details be completed on an excel2003 sheet in a pre-defined format, containing the following 9 columns of information:

- **"Domain"** column: Enter domain as **EKH or AA or EBMS or MARHABA or STPC or DS or DNATA** according to your invoice and PO received from one of these line of business. In case of Gulf Ventures (GV), domain will be **DNATA**.
- **"Supplier"** column: Enter your respective numeric code, provided by A/c Payable. First 4 number of your Login Id is your supplier code. Eg. **1234TAHDXB**, supplier code is **1234**
- **"INV NO"** column: Enter your invoice number/reference number
- **"Currency"** column: Enter the **3 character** IATA currency code for contracted currency. (For example, AED, USD, EUR, GBP, JPY etc.)
- **"Invoice Date"** column: Format needs to be set as "text" and dates should be entered in **DD-MMM-YY** format. (For example, **01-Jan-15**)
- **"INV AMT"** column: Enter invoiced amount.

- **"PO NO"** column:

  For EKH, PO number should be **7 digits numeric** only. Do not put any special character or any space in PO column. (For example; if PO received as EK5123456/78, it should be upload as 5123456 only)

  For AA, PO number should starts with prefix **AA**. Do not put any special character or any space in PO column. (For example, if PO received from business as 123456 OR 123456/15, it should be uploaded as AA123456 only)

  For EBMS, PO number will be EVENT number & should be **8 digits numeric** only & should be starts with 1000XXXX OR 2000XXXX

  For Marhaba, PO number should be **8 digits alphanumeric**.

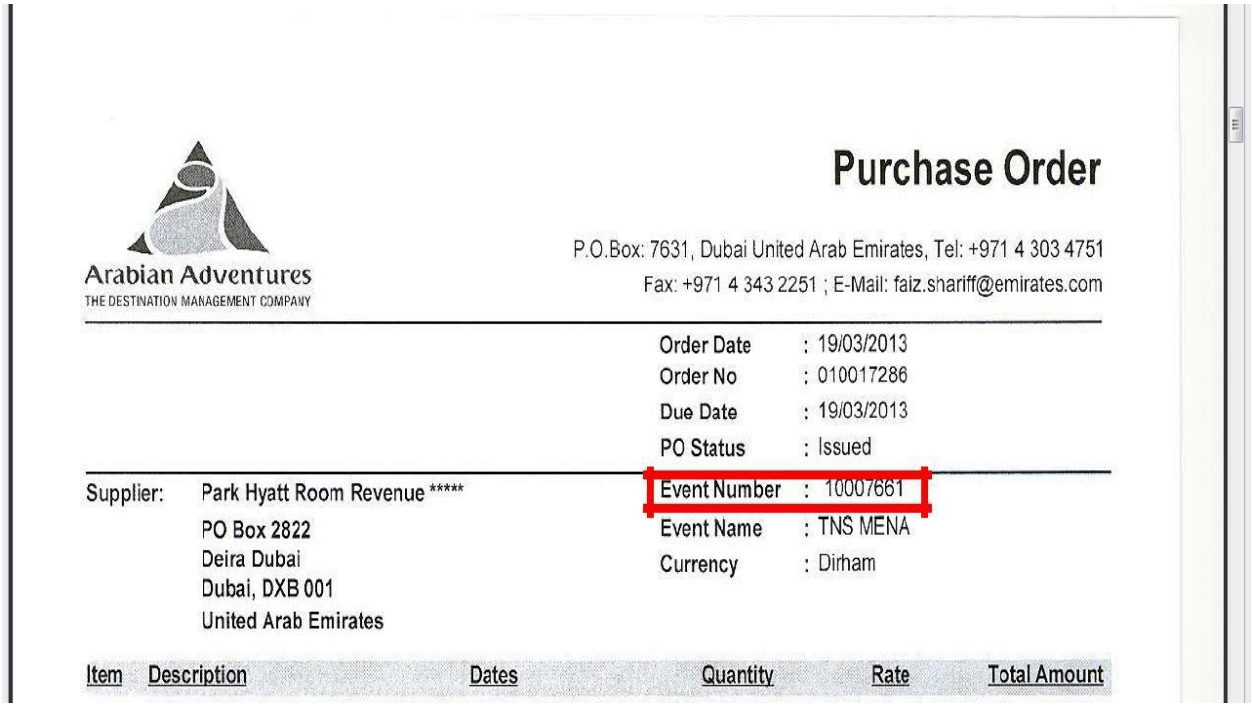
  For DS, PO number should starts with prefix **DS**. Do not put any special character or any space in PO column. (For example, if PO received from business as 123456 OR 123456/15, it should be uploaded as DS123456 only)

  For DNATA / GV, whatever PO number received from the business should be uploaded in same way. (For example: PO received as 1234567 OR 1234DY89 should be uploaded as it is)

- **"PO AMT"** column: PO amount should be the same as INVOICE AMOUNT column. **INV AMT = PO AMT**

- **"INV REMARKS"** column: Enter the respective LEAD passenger's name + number of adults/children.
  For Example: ALNAQBI ABDULLA x 5 (4A+1C+1INF)

For CSI / MICE (Event) Booking: Domain code will be **EBMS** and PO number is 8 digit numerical value available as Event Number on Purchase Order. In the below case AA-MICE booking PO number is: 10007661 and domain code as EBMS



Arabian Adventures
THE DESTINATION MANAGEMENT COMPANY

Purchase Order

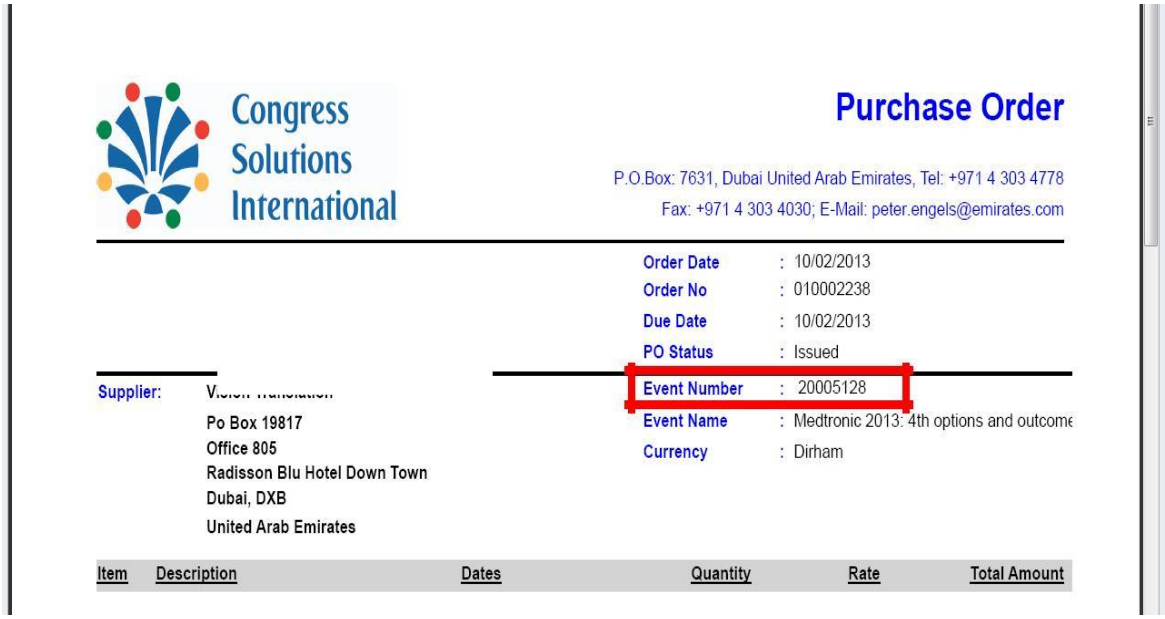
P.O.Box: 7631, Dubai United Arab Emirates, Tel: +971 4 303 4751
Fax: +971 4 343 2251 ; E-Mail: faiz.shariff@emirates.com

Order Date	: 19/03/2013
Order No	: 010017286
Due Date	: 19/03/2013
PO Status	: Issued
Event Number	: 10007661
Event Name	: TNS MENA
Currency	: Dirham

Supplier: Park Hyatt Room Revenue *****
PO Box 2822
Deira Dubai
Dubai, DXB 001
United Arab Emirates

Item	Description	Dates	Quantity	Rate	Total Amount

For the below booking from CSI, PO number is 20005128 and domain code is EBMS



Congress Solutions International

Purchase Order

P.O.Box: 7631, Dubai United Arab Emirates, Tel: +971 4 303 4778
Fax: +971 4 303 4030; E-Mail: peter.engels@emirates.com

Order Date	: 10/02/2013
Order No	: 010002238
Due Date	: 10/02/2013
PO Status	: Issued
Event Number	: 20005128
Event Name	: Medtronic 2013: 4th options and outcome
Currency	: Dirham

Supplier: V...
Po Box 19817
Office 805
Radisson Blu Hotel Down Town
Dubai, DXB
United Arab Emirates

Item	Description	Dates	Quantity	Rate	Total Amount

For MARHABA bookings: PO number is 8 digits alphanumeric booking number as provided on the Voucher and domain code will be MARHABA.

In the below example, PO is Booking ID M2599116

From: Marhaba Services [mailto:marhaba@marhabaservices.com]
Sent: 17 April 2013 13:51
To: Naseema Ahmed; S404217@marhabaservices.com; Manoraja Bose
Subject: Hotel service - Booking Id M2599116 Arrival Confirmation

Hotel service - Booking Id M2599116 Arrival Confirmation

Please confirm the Hotel service as per the details below:

Booking Id	M2599116

Flight Details

FlightNo	Flight Date	Service Airport	Terminal	A/D	Org/Dest
EK3704	21/04/2013 04:45	Dubai International Airport	T3	Arrival	MRU/DXB

Hotel Details1

Hotel Name	ARABIAN PARK HOTEL
Hotel CheckInTime	21-APR-2013 05:45
Hotel CheckOutTime	22-APR-2013 12:00
Rooms	1
RoomType	Standard Single
Pax Count	1
Passenger Name(s)	MANO
Remarks	

Please call us for details on +97143898989 / Fax +97143888888 or email us marhaba@marhabaservices.com

With Regards,
marhaba services

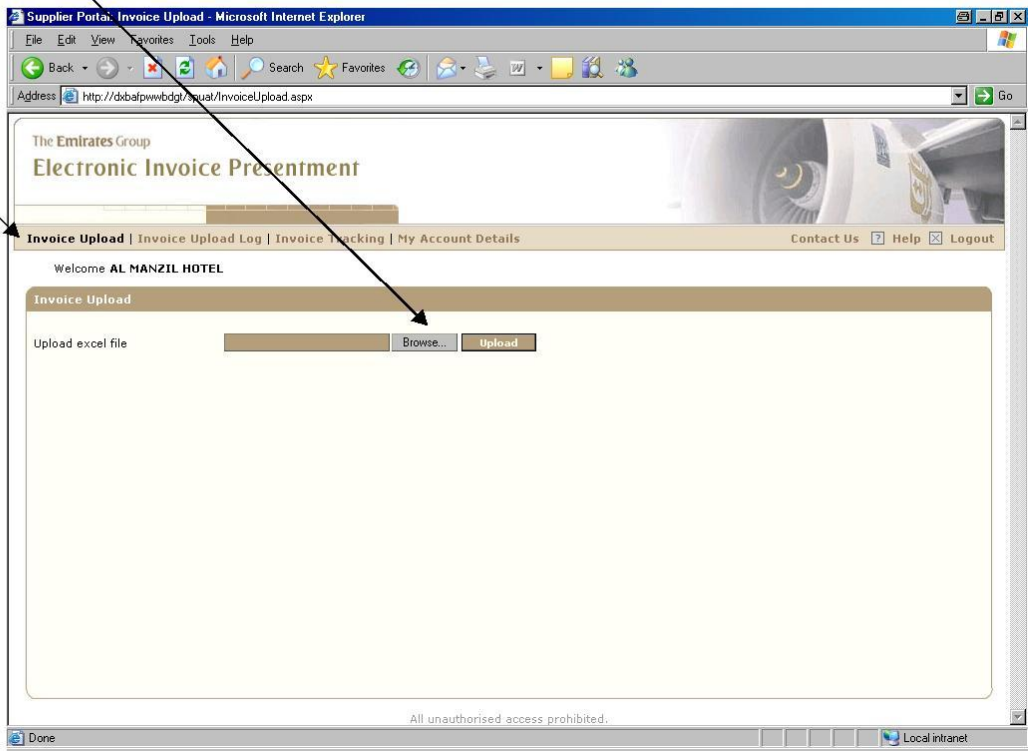
This is a system generated message, please do not reply.

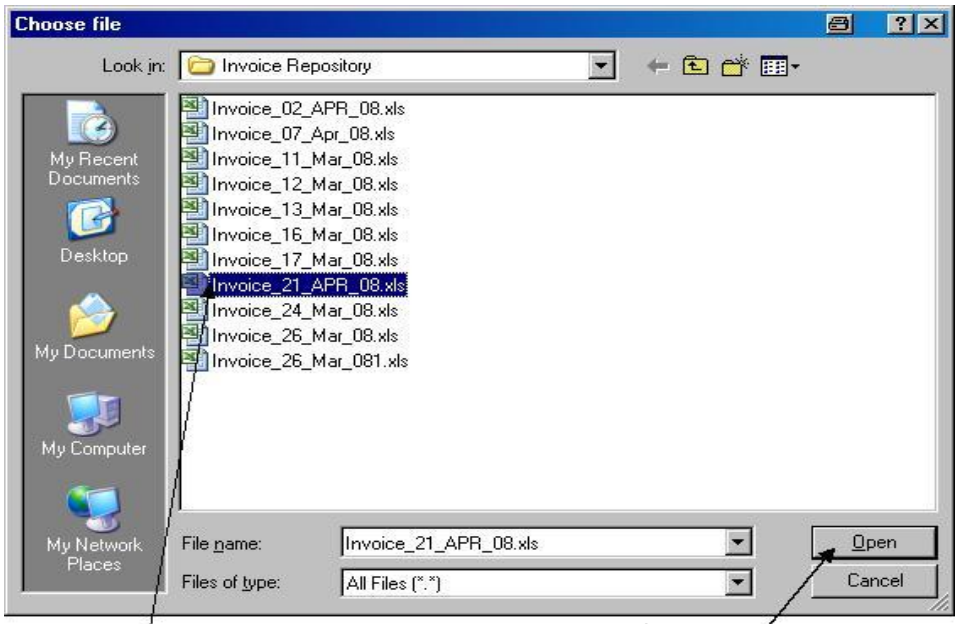
Save the above excel sheet in your local hard drive in excel 2003 format only.

3- INVOICE UPLOADING

- Select "Invoice Upload" option.
- Click on Browse button to locate the Excel file containing the invoice data.

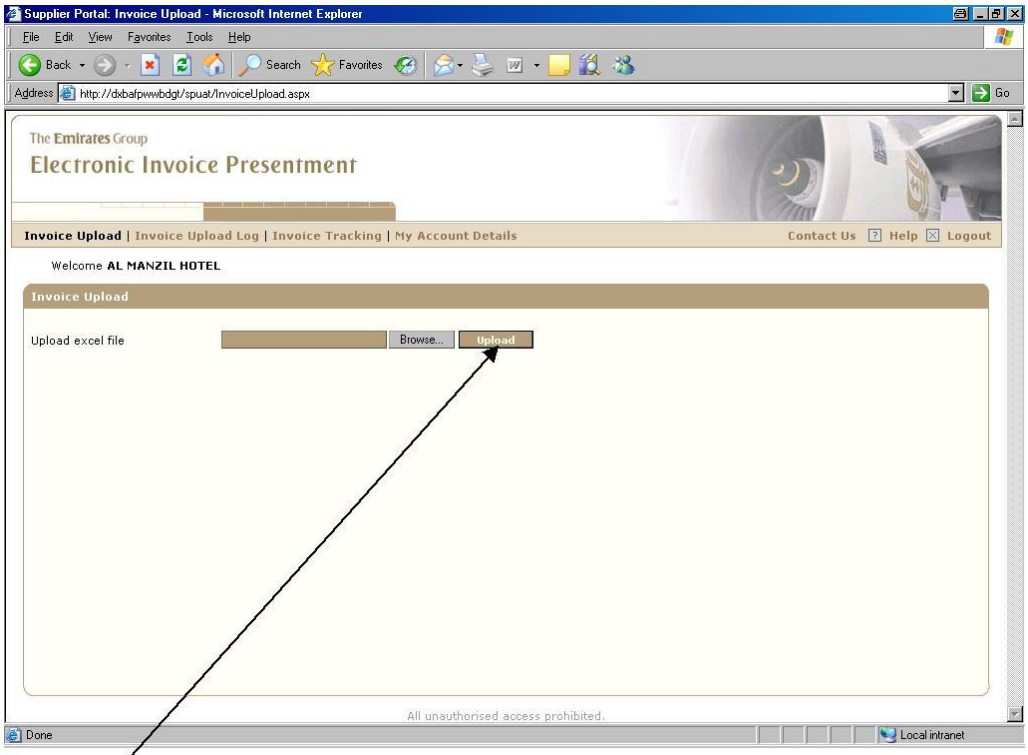
Before selecting the Excel file verify the data in the Excel sheets)



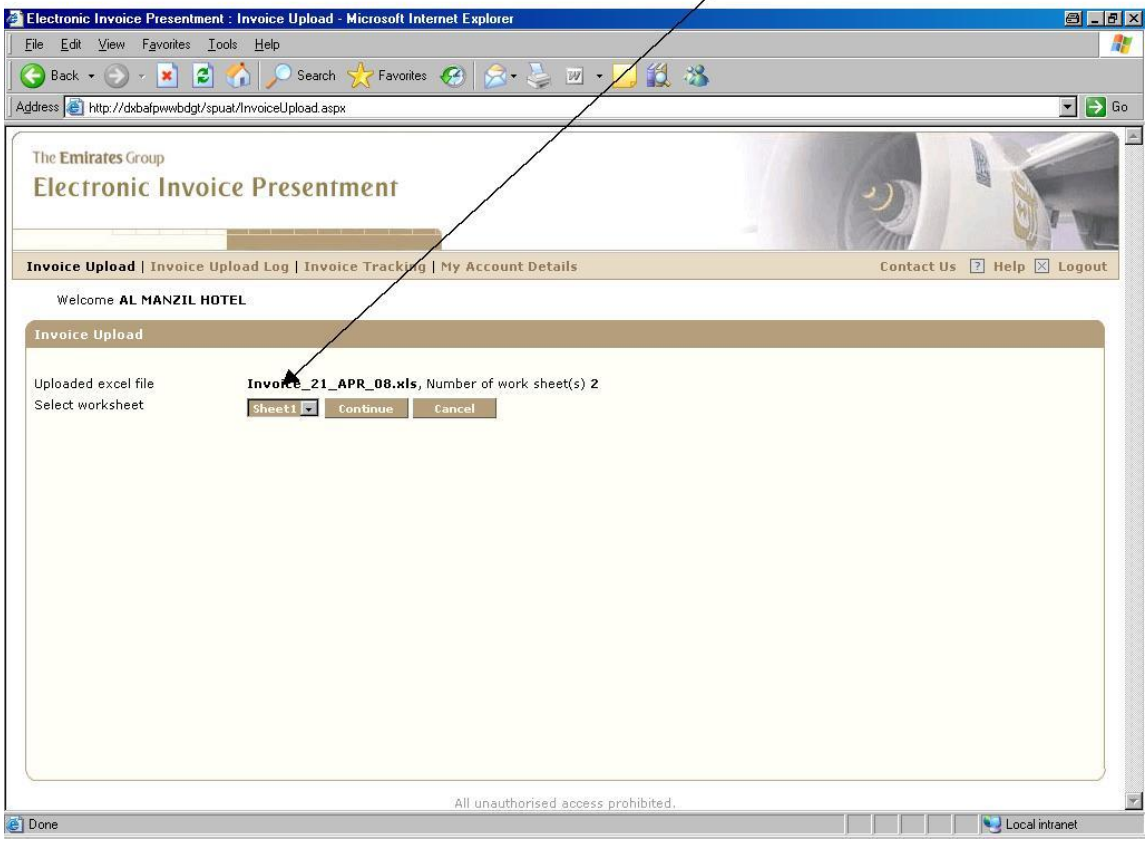


Picture 5

- Select the Excel file to be uploaded and Click Open

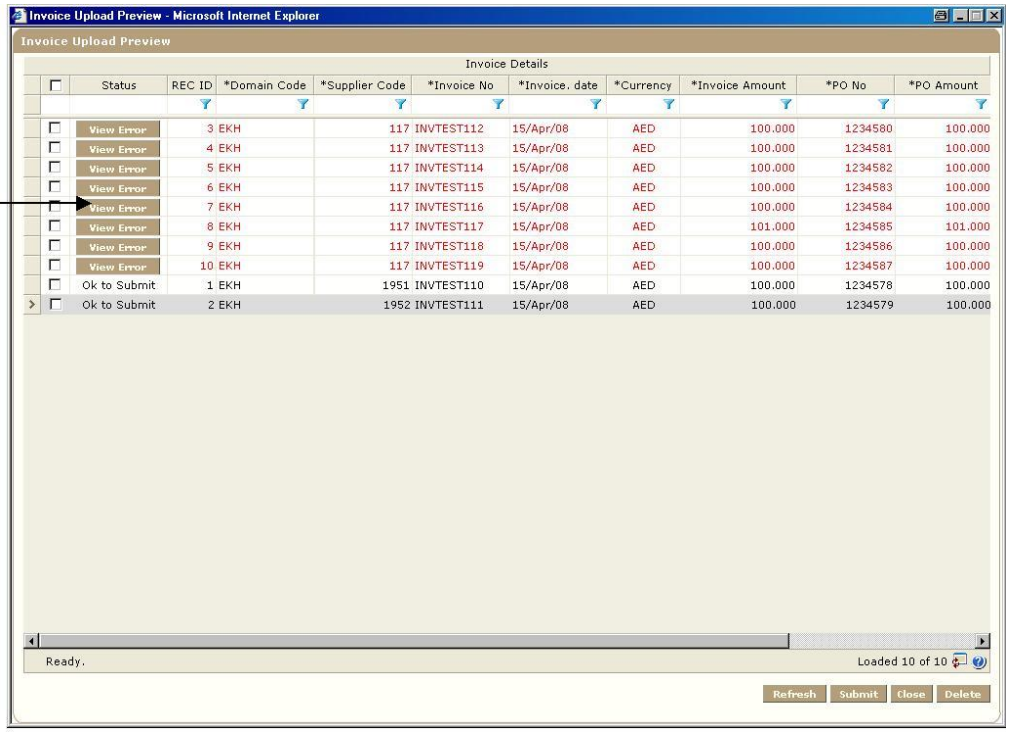


- Click on Upload button
- By default, Sheet1 of the Excel file will be selected. If necessary, amend the sheet selection as required, from the dropdown.
- Click on Continue Button

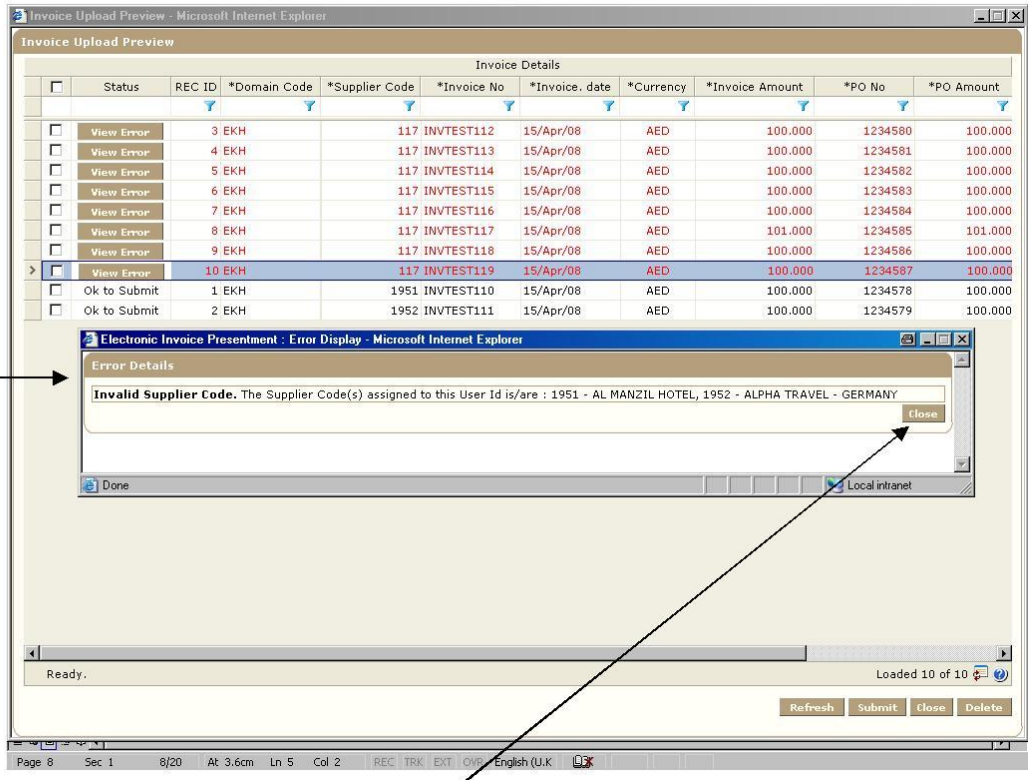


- "Invoice Upload Preview" page will pop-up.

  Note: The Pop-up Blocker needs to be disabled (in your Internet Browser), to allow this page to appear.

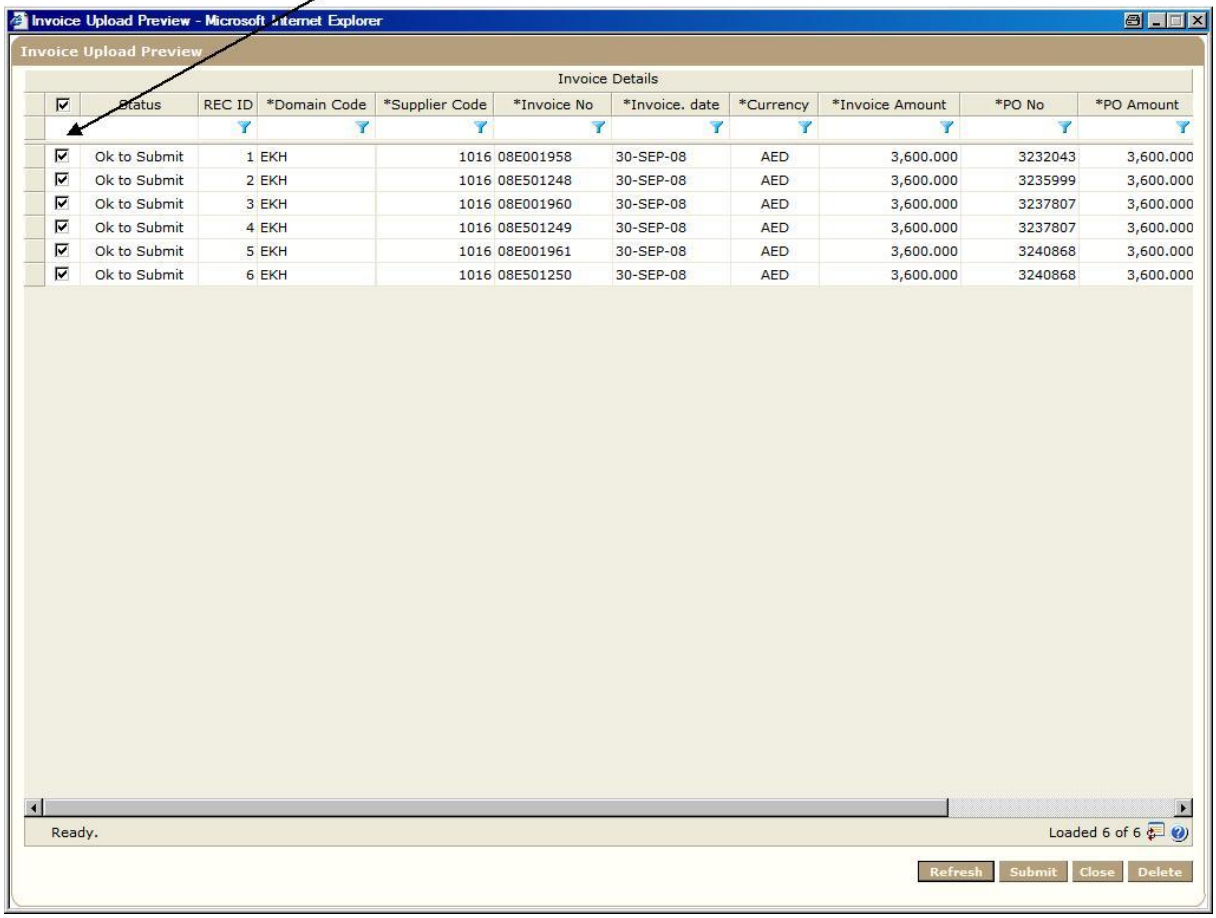

Invoice Upload Preview - Microsoft Internet Explorer
Invoice Upload Preview
Invoice Details
Status | REC ID | *Domain Code | *Supplier Code | *Invoice No | *Invoice. date | *Currency | *Invoice Amount | *PO No | *PO Amount
View Error | 3 | EKH | 117 | INVTEST112 | 15/Apr/08 | AED | 100.000 | 1234580 | 100.000
View Error | 4 | EKH | 117 | INVTEST113 | 15/Apr/08 | AED | 100.000 | 1234581 | 100.000
View Error | 5 | EKH | 117 | INVTEST114 | 15/Apr/08 | AED | 100.000 | 1234582 | 100.000
View Error | 6 | EKH | 117 | INVTEST115 | 15/Apr/08 | AED | 100.000 | 1234583 | 100.000
View Error | 7 | EKH | 117 | INVTEST116 | 15/Apr/08 | AED | 100.000 | 1234584 | 100.000
View Error | 8 | EKH | 117 | INVTEST117 | 15/Apr/08 | AED | 101.000 | 1234585 | 101.000
View Error | 9 | EKH | 117 | INVTEST118 | 15/Apr/08 | AED | 100.000 | 1234586 | 100.000
View Error | 10 | EKH | 117 | INVTEST119 | 15/Apr/08 | AED | 100.000 | 1234587 | 100.000
Ok to Submit | 1 | EKH | 1951 | INVTEST110 | 15/Apr/08 | AED | 100.000 | 1234578 | 100.000
Ok to Submit | 2 | EKH | 1952 | INVTEST111 | 15/Apr/08 | AED | 100.000 | 1234579 | 100.000
Ready.
Loaded 10 of 10
Refresh
Submit
Close
Delete

- In case the excel sheet was not updated correctly, the records with errors will be highlighted in red and a View Error button will be displayed against the respective record, as shown below.
- Click on View Error button to view the error.
- "Error Details" window will pop up to display the specific error.


Invoice Upload Preview - Microsoft Internet Explorer
Invoice Upload Preview
Invoice Details
Status | REC ID | *Domain Code | *Supplier Code | *Invoice No | *Invoice. date | *Currency | *Invoice Amount | *PO No | *PO Amount
View Error | 3 | EKH | 117 | INVTEST112 | 15/Apr/08 | AED | 100.000 | 1234580 | 100.000
View Error | 4 | EKH | 117 | INVTEST113 | 15/Apr/08 | AED | 100.000 | 1234581 | 100.000
View Error | 5 | EKH | 117 | INVTEST114 | 15/Apr/08 | AED | 100.000 | 1234582 | 100.000
View Error | 6 | EKH | 117 | INVTEST115 | 15/Apr/08 | AED | 100.000 | 1234583 | 100.000
View Error | 7 | EKH | 117 | INVTEST116 | 15/Apr/08 | AED | 100.000 | 1234584 | 100.000
View Error | 8 | EKH | 117 | INVTEST117 | 15/Apr/08 | AED | 101.000 | 1234585 | 101.000
View Error | 9 | EKH | 117 | INVTEST118 | 15/Apr/08 | AED | 100.000 | 1234586 | 100.000
View Error | 10 | EKH | 117 | INVTEST119 | 15/Apr/08 | AED | 100.000 | 1234587 | 100.000
Ok to Submit | 1 | EKH | 1951 | INVTEST110 | 15/Apr/08 | AED | 100.000 | 1234578 | 100.000
Ok to Submit | 2 | EKH | 1952 | INVTEST111 | 15/Apr/08 | AED | 100.000 | 1234579 | 100.000
Electronic Invoice Presentment : Error Display - Microsoft Internet Explorer
Error Details
Invalid Supplier Code. The Supplier Code(s) assigned to this User Id is/are : 1951 - AL MANZIL HOTEL, 1952 - ALPHA TRAVEL - GERMANY
Close
Done
Local intranet
Ready.
Loaded 10 of 10
Refresh
Submit
Close
Delete

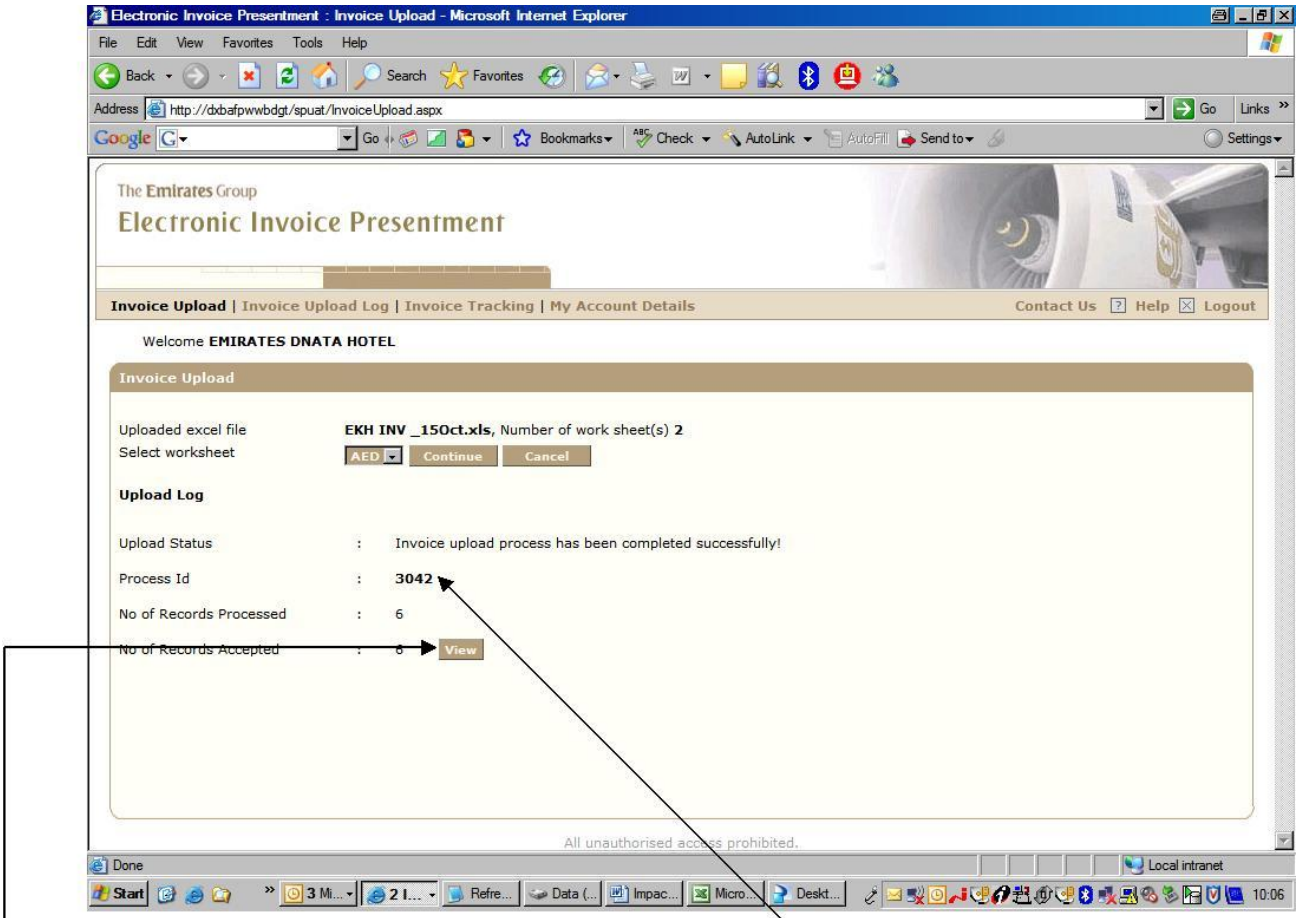
- Close the "Error Details" pop-up

- Correct the error in excel sheet. Example: in the Currency column *(Error Code: IMP-1010 – Invalid Currency),* change the value to AED.
- Once all errors have been corrected, re-upload the sheet and revalidate the data. Select the check box against each of the records to be uploaded
- Click Submit

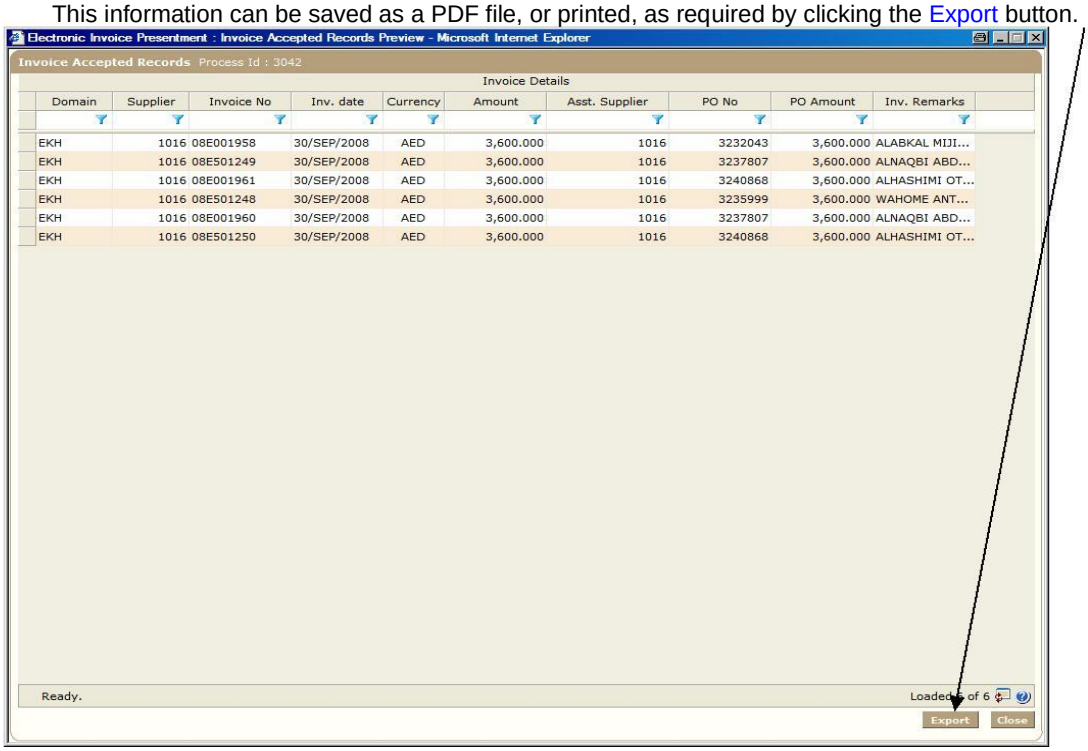

Invoice Upload Preview - Microsoft Internet Explorer
Invoice Upload Preview
Invoice Details
Status
REC ID
*Domain Code
*Supplier Code
*Invoice No
*Invoice. date
*Currency
*Invoice Amount
*PO No
*PO Amount
Ok to Submit 1 EKH 1016 08E001958 30-SEP-08 AED 3,600.000 3232043 3,600.000
Ok to Submit 2 EKH 1016 08E501248 30-SEP-08 AED 3,600.000 3235999 3,600.000
Ok to Submit 3 EKH 1016 08E001960 30-SEP-08 AED 3,600.000 3237807 3,600.000
Ok to Submit 4 EKH 1016 08E501249 30-SEP-08 AED 3,600.000 3237807 3,600.000
Ok to Submit 5 EKH 1016 08E001961 30-SEP-08 AED 3,600.000 3240868 3,600.000
Ok to Submit 6 EKH 1016 08E501250 30-SEP-08 AED 3,600.000 3240868 3,600.000
Ready.
Loaded 6 of 6
Refresh
Submit
Close
Delete

- On successful completion, you will see the following information pop-up.

- Click OK to display a summary of the uploaded invoices.


Electronic Invoice Presentment : Invoice Upload - Microsoft Internet Explorer
The Emirates Group
Electronic Invoice Presentment
Invoice Upload | Invoice Upload Log | Invoice Tracking | My Account Details
Contact Us Help Logout
Welcome EMIRATES DNATA HOTEL
Invoice Upload
Uploaded excel file EKH INV _15Oct.xls, Number of work sheet(s) 2
Select worksheet
AED Continue Cancel
Upload Log
Upload Status : Invoice upload process has been completed successfully!
Process Id : 3042
No of Records Processed : 6
No of Records Accepted : 6 View
All unauthorised access prohibited.
Done
Local intranet

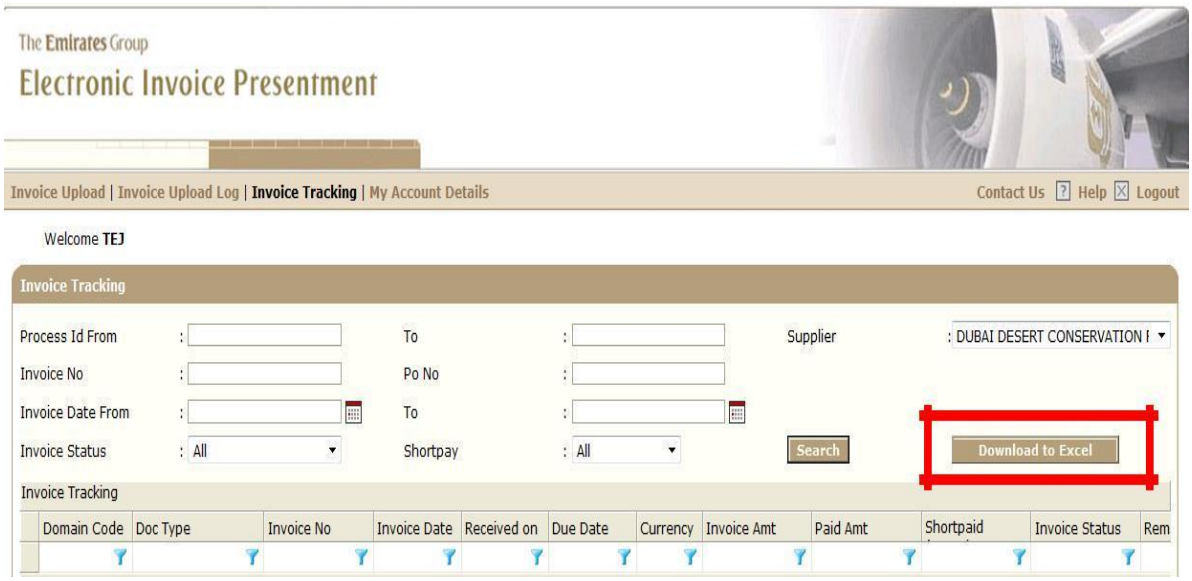
- "Invoice Upload" screen will be re-displayed with a Process ID and a summary.
- Click View to display details of uploaded invoices
- This information can be saved as a PDF file, or printed, as required by clicking the Export button.


Electronic Invoice Presentment : Invoice Accepted Records Preview - Microsoft Internet Explorer
Invoice Accepted Records Process Id : 3042
Invoice Details
Domain Supplier Invoice No Inv. date Currency Amount Asst. Supplier PO No PO Amount Inv. Remarks
EKH 1016 08E001958 30/SEP/2008 AED 3,600.000 1016 3232043 3,600.000 ALABKAL MIJI...
EKH 1016 08E501249 30/SEP/2008 AED 3,600.000 1016 3237807 3,600.000 ALNAQBI ABD...
EKH 1016 08E001961 30/SEP/2008 AED 3,600.000 1016 3240868 3,600.000 ALHASHIMI OT...
EKH 1016 08E501248 30/SEP/2008 AED 3,600.000 1016 3235999 3,600.000 WAHOME ANT...
EKH 1016 08E001960 30/SEP/2008 AED 3,600.000 1016 3237807 3,600.000 ALNAQBI ABD...
EKH 1016 08E501250 30/SEP/2008 AED 3,600.000 1016 3240868 3,600.000 ALHASHIMI OT...
Ready.
Export Close

4- INVOICE ,PAYMENT TRACKING AND REPORT

4.1 Invoice Tracking

Through invoice tracking menu, you can track the status of invoices submitted.



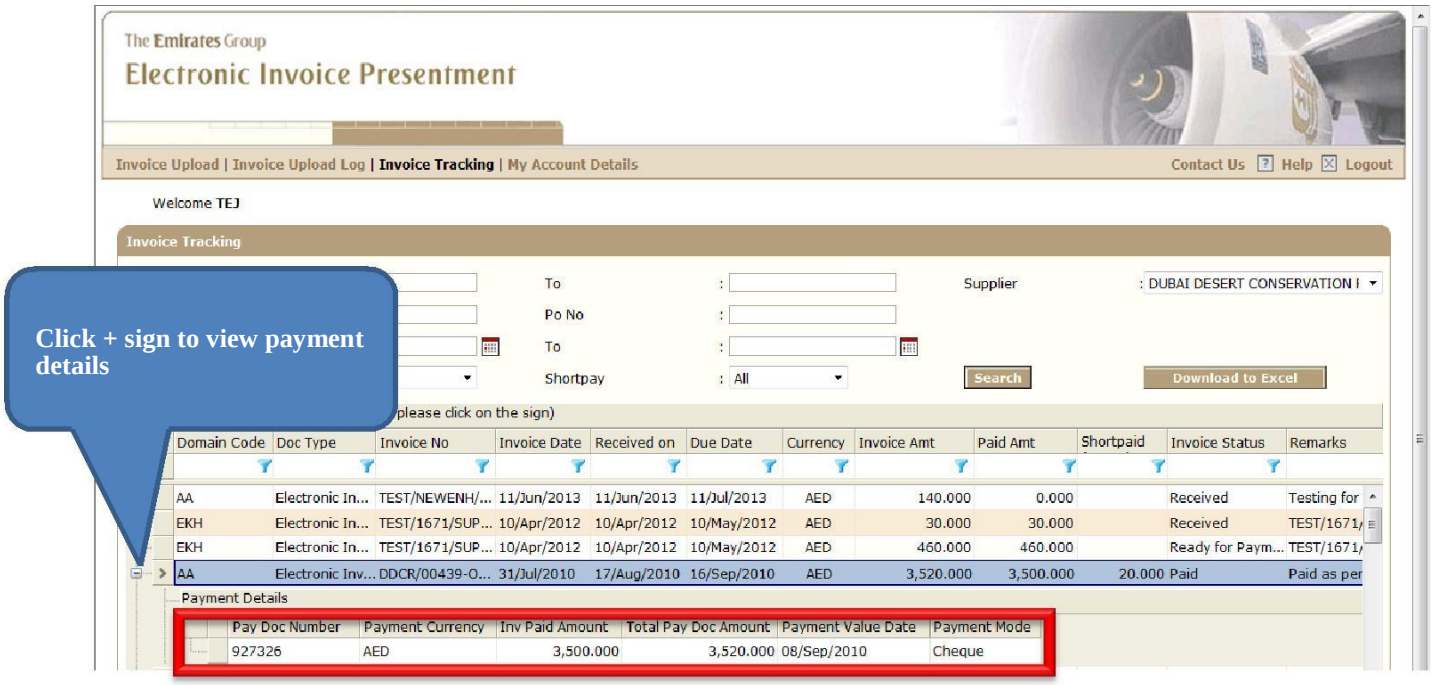
Invoice status can be tracked using one of the parameter available in the screen **INVOICE TRACKING**. Invoices are updated with the below status in different stages.

1. **Received**: Upon successful upload, invoice will show status as “Received”. So they are received for further verification and matching process.

2. **Ready for Payment**: Once invoices are matched successfully with the available liability in IMPACT system, status will change to “Ready for payment”. Generally this process takes three working days. However if invoice status does not change to “Ready for payment” from “Received”, then, kindly verify if below information was entered correctly.
    a. Domain code
    b. Supplier Code
    c. PO number
    d. If same PO is claimed twice for payment *(refer Excel Report section)*

3. **Paid**: Once paid, invoice status will change to “Paid” and payment field data will be updated accordingly

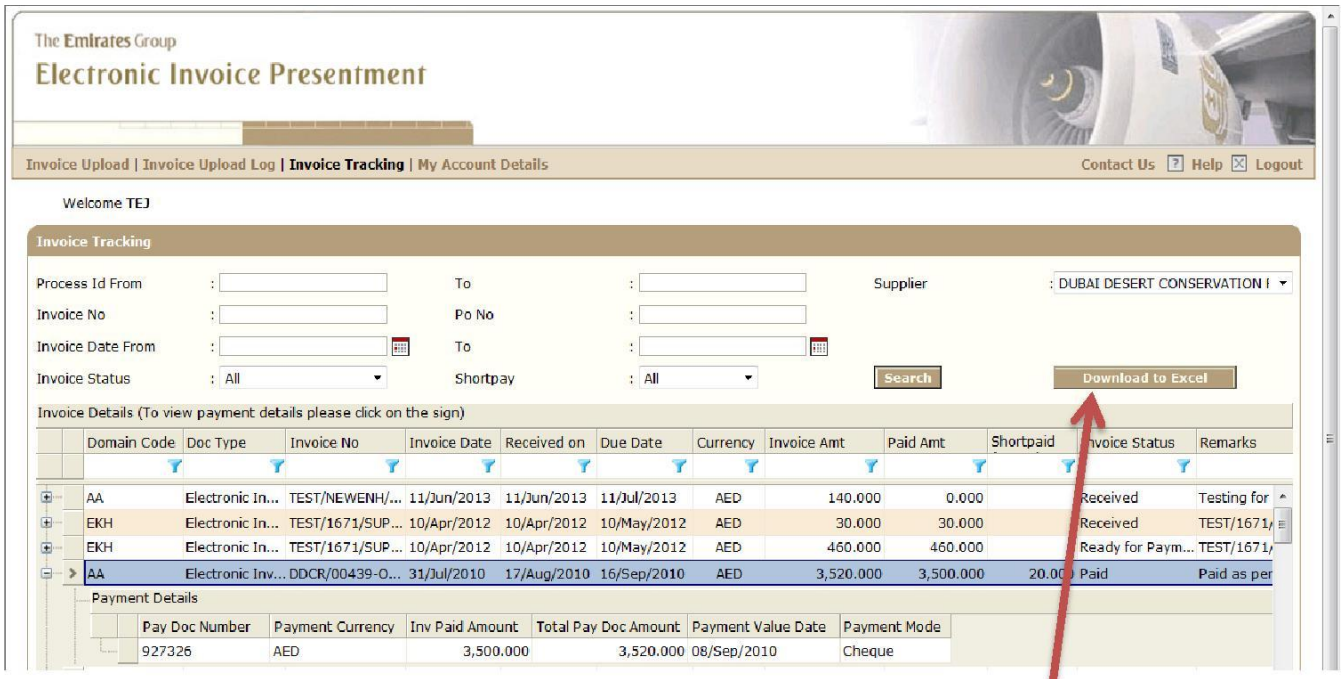
4.2 Payment Status


The Emirates Group
Electronic Invoice Presentment
Invoice Upload | Invoice Upload Log | Invoice Tracking | My Account Details
Contact Us Help Logout
Welcome TEJ
Invoice Tracking
Click + sign to view payment details
To
Po No
To
Shortpay
Supplier
DUBAI DESERT CONSERVATION
All
Search
Download to Excel
please click on the sign)
Domain Code | Doc Type | Invoice No | Invoice Date | Received on | Due Date | Currency | Invoice Amt | Paid Amt | Shortpaid | Invoice Status | Remarks
AA | Electronic In... | TEST/NEWENH/... | 11/Jun/2013 | 11/Jun/2013 | 11/Jul/2013 | AED | 140.000 | 0.000 | | Received | Testing for
EKH | Electronic In... | TEST/1671/SUP... | 10/Apr/2012 | 10/Apr/2012 | 10/May/2012 | AED | 30.000 | 30.000 | | Received | TEST/1671/
EKH | Electronic In... | TEST/1671/SUP... | 10/Apr/2012 | 10/Apr/2012 | 10/May/2012 | AED | 460.000 | 460.000 | | Ready for Paym... | TEST/1671/
AA | Electronic Inv... | DDCR/00439-O... | 31/Jul/2010 | 17/Aug/2010 | 16/Sep/2010 | AED | 3,520.000 | 3,500.000 | 20.000 | Paid | Paid as per
Payment Details
Pay Doc Number | Payment Currency | Inv Paid Amount | Total Pay Doc Amount | Payment Value Date | Payment Mode
927326 | AED | 3,500.000 | 3,520.000 | 08/Sep/2010 | Cheque

You can view the details of payment either by expanding the record by click on + sing at the beginning of invoice line or by downloading the excel sheet. Field to review.

1. **Pay Doc Number**: This is a cheque number or EFT/Wire payment reference number.
2. **Payment Currency.**
3. **Invoice Paid Amount**: shows the value of amount paid for this invoice.
4. **Total Payment Document Amount**: Shows total value of cheque/EFT/wire paid/transferred to your bank account where this invoice amount is included.
5. **Payment Value Date** is the date when total payment document amount will be credited to your Bank Account (for EFT/Wire) or Cheque date.
6. **Payment Mode**: If payment is effected through cheque/Electronic fund transfer/Telegraphic Transfer(wire)

4.3 Excel Report



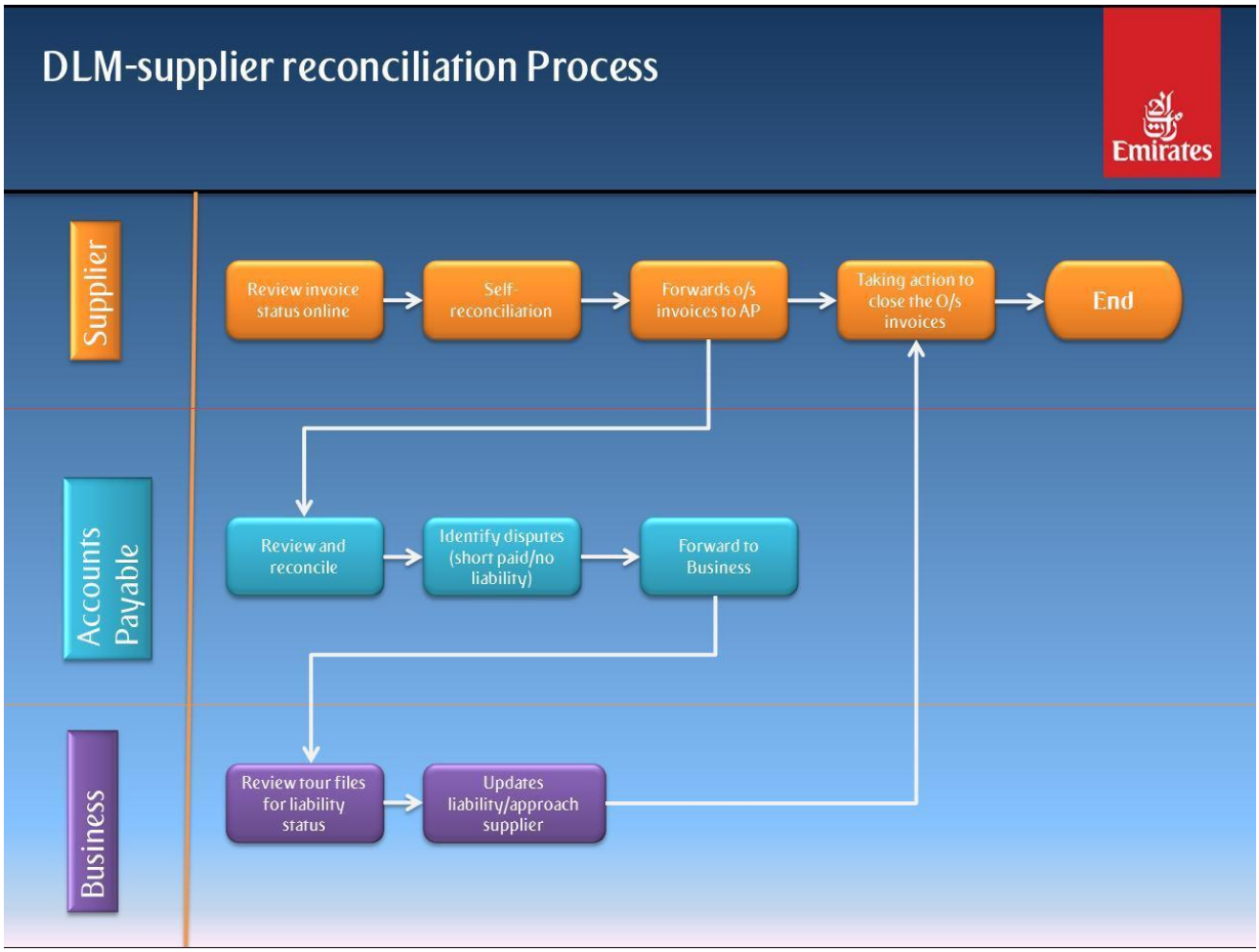
Invoice and payment status report can be downloaded in below excel format by clicking here

Domain	Invoice Number	Invoice Date	Invoice Currency	Invoice Total Amt	Invoice Matched Amt	Invoice Balance Amt	PO Number	PO Invoiced Amt	PO Matched Amt	PO Inv Bal Amt	Invoice Remarks	Invoice Status	Pay Doc No	Payment Currency	Inv Paid Amount	Total Pay Doc Amount	Payment Value Date	Payment Mode
AA	18797/2	26-Aug-10	AED	1,350.00	1,350.00	0.00	451226	1,350.00	1,350.00	0.00	451226 X Moddley, S	Paid	400027909	AED	1,350.00	5,020.00	30-Sep-10	Electronic Fund Transfer
AA	18910/2	26-Aug-10	AED	600.00	600.00	0.00	471413	600.00	600.00	0.00	471413 X Gumede, Windson	Paid	400027909	AED	600.00	5,020.00	30-Sep-10	Electronic Fund Transfer
AA	18545/2	26-Aug-10	AED	360.00	360.00	0.00	3843073	360.00	360.00	0.00	3843073 X Peters, Christoph	Received						

1. **Invoice Total Amount**: This filed shows total of PO invoice amount under given invoice number. Example: In the given report, Invoice amount AED 460 for Invoice number TEST/1671/SUPRTL is the sum total of PO invoice amount.
2. **Invoice Matched Amount**: Total amount matched with available liability and processed for payment.
3. **Invoice Balance Amount**: Amount not matched as no enough liability under given PO.
4. **PO Invoice Amount**: Invoice amount claimed by supplier under each PO.
5. **PO Matched Amount**: Amount matched with PO invoice amount as per the liability created against given PO.
6. **PO Invoice Balance Amount**: Amount not processed against given PO due to inadequate liability.
7. **Payment information** field as explained in 4.2

If invoice status does not change the status from **"received"** to **"Ready for payment"** in 2-3 workings days, kindly download this excel report and verify if you have already claimed this PO previously with any other invoice. If so, then, you cannot claim same PO again as liability has been fully paid previously. In that case, either locate the valid PO to be claimed and re-upload the invoice else contact **NAPD (Contracting team)** in Emirates / DNATA.

4.4 Reconciliation Process



5- PAYMENT PROCESSING CYCLE

- Invoices are matched and processed for payment subject to adequate liability available and correct data uploaded in to supplier portal. Payment will be processed within 5 -7 working days once invoices fall due for payment.

- In case of short payments / deductions, kindly contact with **NAPD (Contracting team)**.

Other Guidelines:

1. Apart from updating rows in the above 9 columns, do not enter any other information anywhere on the sheet.
2. Do not duplicate Invoice Number on the same sheet. However Same PO number can be enter with different Invoice.
3. Delete all other blank worksheet i.e. sheet2, Sheet3 etc. and keep only the worksheet with above data and name it as sheet1.
4. Spaces between columns are not allowed.
5. Spaces before OR after the amount is not allowed.
6. Do not enter any total field in the excel sheet.
7. In case you are advised by NAPD or accounts payable to re-upload the invoice, kindly change the invoice/s numbers to avoid duplication as system will not allow re-uploading with same invoice/s numbers. (For example: if you uploaded an invoice as 123456, re-upload it as 123456A or 123456-A or 123456/2015 etc.)
8. Only invoice number / column needs to be changed, rest details will remain the same.
9. In case you forgot your password, you can reset it by clicking on **FORGOT PASSWORD** & a new password will be sent to your email ID which is registered with us.